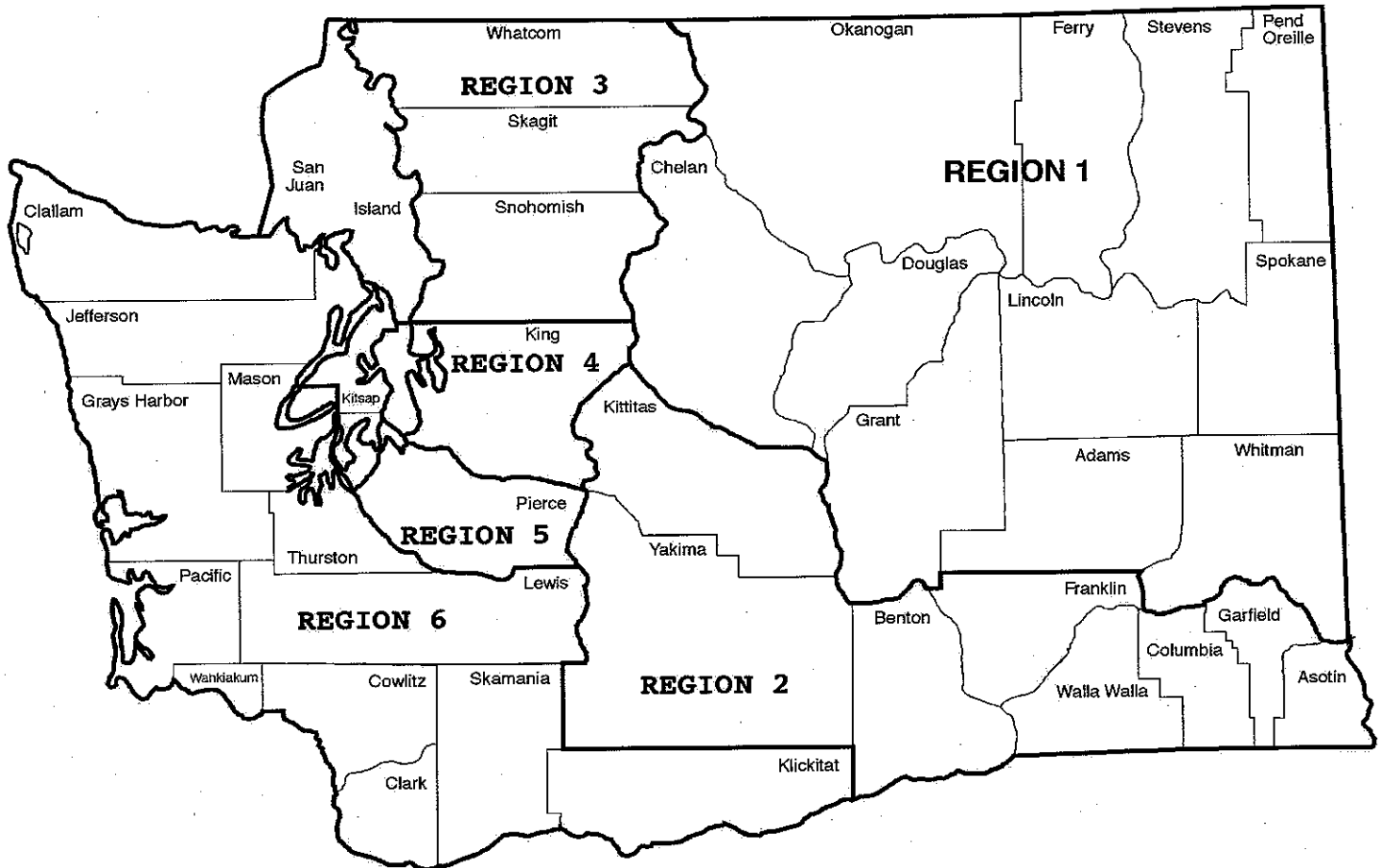


EXHIBIT M – DSHS REGIONAL MAP

State of Washington
Department of Social and Health Services
Regional Map of Regions 1-6





Request for Sign Language Interpreter



| | | | |
|--|--|--|--|
| Requester Information | COMPLETED BY REQUESTER | | |
| | 1. PERSON REQUESTING INTERPRETER FOR AN APPOINTMENT | 2. DATE OF REQUEST | 3. TELEPHONE NUMBER (INCLUDE AREA CODE) |
| | 4. AGENCY <input type="checkbox"/> DSHS <input type="checkbox"/> Other (specify): | 5. DSHS ADMINISTRATION/DIVISION OR SERVICE/MEDICAL PROVIDER | |
| | 6. BILLING ADDRESS | 7. INTERPRETER REFERRAL AGENCY (IF APPLICABLE) | |
| Appointment Information | 1. APPOINTMENT DATE | 2. SCHEDULED START TIME <input type="checkbox"/> AM <input type="checkbox"/> PM | 3. SCHEDULED END TIME <input type="checkbox"/> AM <input type="checkbox"/> PM |
| | 4. APPOINTMENT ADDRESS (WHERE APPOINTMENT WILL BE HELD) | | 5. BUILDING FLOOR ROOM |
| | 6. APPOINTMENT CONTACT (IF OTHER THAN REQUESTER) CONTACT TELEPHONE NUMBER | 7. CLIENT/EMPLOYEE NAME (OR DASA APPROVAL NUMBER) GENDER <input type="checkbox"/> Male <input type="checkbox"/> Female | |
| | 8. CLIENT IDENTIFICATION NUMBER OR PIC CODE (ON DSHS MEDICAL IDENTIFICATION CARD) | | |
| | 9. CLIENT COMMUNICATION PREFERENCE <input type="checkbox"/> American Sign Language <input type="checkbox"/> Pidgin Signed English <input type="checkbox"/> Signed Exact English <input type="checkbox"/> Oral <input type="checkbox"/> Tactile OR <input type="checkbox"/> Close Up <input type="checkbox"/> Minimal Language Skills (QDI/CDI) <input type="checkbox"/> Other (specify): | | |
| | 10. TYPE OF APPOINTMENT SETTING | | |
| | 11. Specific interpreter requested: <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, name of interpreter requested: | | |
| | | | |
| | | | |
| | | | |
| Confirmation Information | COMPLETED BY INTERPRETER REFERRAL AGENCY/CONTRACTOR | | |
| | 1. INTERPRETER NAME | CERTIFICATION LEVEL | ADDITIONAL INTERPRETER(S) (IF APPLICABLE) |
| | 2. APPOINTMENT <input type="checkbox"/> Filled <input type="checkbox"/> Unfilled | 3. CONFIRMATION NOTIFIED TO REQUESTER WITHIN 48 HOURS? <input type="checkbox"/> Yes <input type="checkbox"/> No | 4. TRACKING NUMBER |
| Billing Information | COMPLETED BY INTERPRETER | | |
| | 1. ADDRESS OF ORIGIN (HOME PLACE OF BUSINESS, PREVIOUS APPOINTMENT) | | 2. ADDRESS OF DESTINATION |
| | 3. CHECK IF DESTINATION IS <input type="checkbox"/> Home <input type="checkbox"/> Place of business For payment, address cannot be to a subsequent appointment. | | |
| | 4. SERVICE | | 5. MILEAGE |
| | Start time: | | Mileage to appointment: |
| | End time: | | Mileage from appointment (if applicable): |
| | Total billing time: | | Total mileage: |
| 6. Other fees incurred (parking, ferry, etc.): | | | |
| Verification Information | COMPLETED AT TIME OF APPOINTMENT BY INTERPRETER AND STATE/PROVIDER EMPLOYEE | | |
| | SERVICE: | | |
| | 1. Was this service completed? <input type="checkbox"/> Yes, complete VERIFICATION section below <input type="checkbox"/> No, check the correct reason why this service was not completed: | | |
| | NO SHOW BY: <input type="checkbox"/> Client <input type="checkbox"/> DSHS/State Employee <input type="checkbox"/> Service/Medical Provider <input type="checkbox"/> Interpreter <input type="checkbox"/> Other (specify): | | CANCELLATION BY: <input type="checkbox"/> Client <input type="checkbox"/> DSHS/State Employee <input type="checkbox"/> Service/Medical Provider <input type="checkbox"/> Interpreter <input type="checkbox"/> Other (specify): |
| | CANCELLATION INFORMATION (REQUIRED FOR CANCELLATIONS): Date: _____ Time: _____ <input type="checkbox"/> AM <input type="checkbox"/> PM Name of person cancelling: _____ * Only cancellations with less than 48 hours notice are billable | | |
| | VERIFICATION: | | |
| | 2. INTERPRETER'S SIGNATURE | | DATE |
| | DO NOT SIGN unless sections above are completed. Be sure to check for accuracy and for the interpreter's signature above. Interpreter signature not required if cancelled. Use the comments section as needed. | | |
| | 3. SIGNATURE OF STATE OR PROVIDER EMPLOYEE CONFIRMING SERVICE DELIVERY PRINT NAME HERE | | DATE TITLE/POSITION |
| | 4. COMMENTS | | |

Instructions
Request for Sign Language Interpreter

Please Note: Some DSHS administrations may place restrictions on completion of sections of this form due to confidentiality requirements.

Requester Information: Completed by Requester

1. Enter the name of the person requesting an interpreter.
2. Enter the date the request for an interpreter is made.
3. Enter the telephone number of the person requesting an interpreter.
4. Select whether the appointment is being scheduled for DSHS or another agency. If it is for another agency, please specify.
5. Specify the DSHS Administration/Division or contracted provider requesting an interpreter.
6. Enter the billing address.
7. Enter the Interpreter Referral Agency (if an agency is used) contacted to schedule an interpreter.

Appointment Information: Completed by Requester

1. Enter the begin date and the end date of the appointment.
2. Enter the time the appointment is scheduled to start (the time the interpreter is expected to begin interpreting).
3. Enter the time the appointment is expected to end.
4. Enter the address of the place of business/facility where the appointment will be held (for example: DSHS office, doctor's office, nursing home, client's home).
5. Enter the building name, floor and/or room number of the appointment.
6. Enter the name and telephone number of the contact person for the appointment if the contact person is different than the requester.
7. Enter the client/employee's name and gender. Confidentiality requires use of the DASA approval number.
8. Enter the Patient Identification Code (PIC) for medical appointments. Enter the client's last four numbers of their Social Security Number in the Client ID number section for Division of Disability Determination Services appointments. Enter the Client Identification number for all other clients. Be sure the number matches the one on the DSHS-issued card.
9. Select the client's/employee's communication preference. Be sure the interpreter requested is appropriate for the communication preference.
10. Describe the setting of the appointment (for example: Administrative Hearing, Adult Education, Business, Child/Adult Protective Services, Drug and Alcohol, Employment, K-12 Education, Law Enforcement Legal/Court, Medical, Mental Health, Performing Arts, Platform, Post-Secondary Education, Rehabilitation/Vocational, Socio-Economic Benefits).
11. Select whether a specific interpreter is requested by the client/employee. Enter the name of the requested interpreter.

Confirmation Information: Completed by Interpreter Referral Agency/Contractor

1. The Contractor assigns an interpreter and enters the name and certification level. If there is a team interpreter(s), enter the name of the interpreter(s). (This document is only for payment for one interpreter. Any team interpreter(s) must have a separate document completed.)
2. Select whether the appointment was filled or unfilled with an assigned interpreter.
3. Select whether the requester was notified of confirmation of the appointment within 48 hours of the request.
4. Enter the interpreter referral agency/contractor tracking number.

Billing Information: Completed by Interpreter

1. Enter the address of origin (home, place of business, or previous appointment).
2. Enter the address of destination (home or place of business).
3. Select if the address of destination is the interpreter's home or place of business. DSHS does not pay for travel to subsequent appointments.
4. Enter the actual start time, end time and total billing time of the appointment. For appointments lasting longer than the one-hour minimum, round up to the nearest one half hour.
5. Enter the mileage OR travel time to and from the appointment, including total mileage, and total travel time.
6. Enter other fees incurred by the interpreter for the appointment (parking, ferry, etc.).

Verification Information: Completed at Time of Appointment by Interpreter and DSHS/Provider Staff

1. Select whether the service was completed or not. If not, check the correct reason why the service was not completed. If cancelled, cancellation section must be completed with the date and time of the cancellation, and the name of the DSHS employee/medical or service provider who cancelled the appointment. Only appointments cancelled with less than 48-hours notice can be billed.
2. The interpreter signs and dates this section. (If cancelled, the interpreter's signature is not required.)
3. The person who signs and dates here represents the requester and validates the interpreter service has been provided. The person should also print his/her name and indicate his/her title or position.
4. Add any relevant comments, especially for any section already completed that is not self-explanatory. This section may also be used to note any disagreement between the contractor or interpreter and the client, contact person, or requester to show satisfaction with the services received. If additional space is needed, attach additional sheets.

TENETS

1. Interpreters adhere to standards of confidential communication.
2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
4. Interpreters demonstrate respect for consumers.
5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.
6. Interpreters maintain ethical business practices.
7. Interpreters engage in professional development.

APPLICABILITY

A. This Code of Professional Conduct applies to certified and associate members of the Registry of Interpreters for the Deaf, Inc., Certified members of the National Association of the Deaf, interns, and students of the profession.

B. Federal, state or other statutes or regulations may supersede this Code of Professional Conduct. When there is a conflict between this code and local, state, or federal laws and regulations, the interpreter obeys the rule of law.

C. This Code of Professional Conduct applies to interpreted situations that are performed either face-to-face or remotely.

DEFINITIONS

For the purpose of this document, the following terms are used:

Colleagues: Other interpreters.

Conflict of Interest: A conflict between the private interests (personal, financial, or professional) and the official or professional responsibilities of an interpreter in a position of trust, whether actual or perceived, deriving from a specific interpreting situation.

Consumers: Individuals and entities who are part of the interpreted situation. This includes individuals who are deaf, deaf-blind, hard of hearing, and hearing.

1.0 CONFIDENTIALITY

Tenet: Interpreters adhere to standards of confidential communication.

Guiding Principle: Interpreters hold a position of trust in their role as linguistic and cultural facilitators of communication. Confidentiality is highly valued by consumers and is essential to protecting all involved.

Each interpreting situation (e.g., elementary, secondary, and post-secondary education, legal, medical, mental health) has a standard of confidentiality. Under the reasonable interpreter standard, professional interpreters are expected to know the general requirements and applicability of various levels of confidentiality. Exceptions to confidentiality include, for example, federal and state laws requiring mandatory reporting of abuse or threats of suicide, or responding to subpoenas.

Illustrative Behavior - Interpreters:

1.1 Share assignment-related information only on a confidential and "as-needed" basis (e.g., supervisors, interpreter team members, members of the educational team, hiring entities).

1.2 Manage data, invoices, records, or other situational or consumer-specific information in a manner consistent with maintaining consumer confidentiality (e.g., shredding, locked files).

1.3 Inform consumers when federal or state mandates require disclosure of confidential information.

2.0 PROFESSIONALISM

Tenet: Interpreters possess the professional skills and knowledge required for the specific interpreting situation.

Guiding Principle: Interpreters are expected to stay abreast of evolving language use and trends in the profession of interpreting as well as in the American Deaf community.

Interpreters accept assignments using discretion with regard to skill, communication mode, setting, and consumer needs. Interpreters possess knowledge of American Deaf culture and deafness-related resources.

Illustrative Behavior - Interpreters:

2.1 Provide service delivery regardless of race, color, national origin, gender, religion, age, disability, sexual orientation, or any other factor.

2.2 Assess consumer needs and the interpreting situation before and during the assignment and make adjustments as needed.

2.3 Render the message faithfully by conveying the content and spirit of what is being communicated, using language most readily understood by consumers, and correcting errors discreetly and expeditiously.

2.4 Request support (e.g., certified deaf interpreters, team members, language facilitators) when needed to fully convey the message or to address exceptional communication challenges (e.g. cognitive disabilities, foreign sign language, emerging language ability, or lack of formal instruction or language).

2.5 Refrain from providing counsel, advice, or personal opinions.

2.6 Judiciously provide information or referral regarding available interpreting or community resources without infringing upon consumers' rights.

3.0 CONDUCT

Tenet: Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.

Guiding Principle: Interpreters are expected to present themselves appropriately in demeanor and appearance. They avoid situations that result in conflicting roles or perceived or actual conflicts of interest.

Illustrative Behavior - Interpreters:

- 3.1 Consult with appropriate persons regarding the interpreting situation to determine issues such as placement and adaptations necessary to interpret effectively.
- 3.2 Decline assignments or withdraw from the interpreting profession when not competent due to physical, mental, or emotional factors.
- 3.3 Avoid performing dual or conflicting roles in interdisciplinary (e.g. educational or mental health teams) or other settings.
- 3.4 Comply with established workplace codes of conduct, notify appropriate personnel if there is a conflict with this Code of Professional Conduct, and actively seek resolution where warranted.
- 3.5 Conduct and present themselves in an unobtrusive manner and exercise care in choice of attire.
- 3.6 Refrain from the use of mind-altering substances before or during the performance of duties.
- 3.7 Disclose to parties involved any actual or perceived conflicts of interest.
- 3.8 Avoid actual or perceived conflicts of interest that might cause harm or interfere with the effectiveness of interpreting services.
- 3.9 Refrain from using confidential interpreted information for personal, monetary, or professional gain.
- 3.10 Refrain from using confidential interpreted information for the benefit of personal or professional affiliations or entities.

4.0 RESPECT FOR CONSUMERS

Tenet: Interpreters demonstrate respect for consumers.

Guiding Principle: Interpreters are expected to honor consumer preferences in selection of interpreters and interpreting dynamics, while recognizing the realities of qualifications, availability, and situation.

Illustrative Behavior - Interpreters:

- 4.1 Consider consumer requests or needs regarding language preferences, and render the message accordingly (interpreted or transliterated).
- 4.2 Approach consumers with a professional demeanor at all times.
- 4.3 Obtain the consent of consumers before bringing an intern to an assignment.
- 4.4 Facilitate communication access and equality, and support the full interaction and independence of consumers.

5.0 RESPECT FOR COLLEAGUES

Tenet: Interpreters demonstrate respect for colleagues, interns and students of the profession.

Guiding Principle: Interpreters are expected to collaborate with colleagues to foster the delivery of effective interpreting services. They also understand that the manner in which they relate to colleagues reflects upon the profession in general.

Illustrative Behavior - Interpreters:

5.1 Maintain civility toward colleagues, interns, and students.

5.2 Work cooperatively with team members through consultation before assignments regarding logistics, providing professional and courteous assistance when asked and monitoring the accuracy of the message while functioning in the role of the support interpreter.

5.3 Approach colleagues privately to discuss and resolve breaches of ethical or professional conduct through standard conflict resolution methods; file a formal grievance only after such attempts have been unsuccessful or the breaches are harmful or habitual.

5.4 Assist and encourage colleagues by sharing information and serving as mentors when appropriate.

5.5 Obtain the consent of colleagues before bringing an intern to an assignment.

6.0 BUSINESS PRACTICES

Tenet: Interpreters maintain ethical business practices.

Guiding Principle: Interpreters are expected to conduct their business in a professional manner whether in private practice or in the employ of an agency or other entity. Professional interpreters are entitled to a living wage based on their qualifications and expertise. Interpreters are also entitled to working conditions conducive to effective service delivery.

Illustrative Behavior - Interpreters:

6.1 Accurately represent qualifications, such as certification, educational background, and experience, and provide documentation when requested.

6.2 Honor professional commitments and terminate assignments only when fair and justifiable grounds exist.

6.3 Promote conditions that are conducive to effective communication, inform the parties involved if such conditions do not exist, and seek appropriate remedies.

6.4 Inform appropriate parties in a timely manner when delayed or unable to fulfill assignments.

6.5 Reserve the option to decline or discontinue assignments if working conditions are not safe, healthy, or conducive to interpreting.

6.6 Refrain from harassment or coercion before, during, or after the provision of interpreting services.

6.7 Render pro bono services in a fair and reasonable manner.

6.8 Charge fair and reasonable fees for the performance of interpreting services and arrange for payment in a professional and judicious manner.

7.0 PROFESSIONAL DEVELOPMENT

Tenet: Interpreters engage in professional development.

Guiding Principle: Interpreters are expected to foster and maintain interpreting competence and the stature of the profession through ongoing development of knowledge and skills.

Illustrative Behavior - Interpreters:

7.1 Increase knowledge and strengthen skills through activities such as:

- pursuing higher education;
- attending workshops and conferences;
- seeking mentoring and supervision opportunities;
- participating in community events; and
- engaging in independent studies.

7.2 Keep abreast of laws, policies, rules, and regulations that affect the profession.

DSHS Language Interpreter and Translator Code of Professional Conduct

This code applies to all persons providing language interpreting or translation services and must be complied with at all times

1. Accuracy

Interpreters/translators shall always thoroughly and faithfully render the source language message, omitting or adding nothing, giving consideration to linguistic variations in both source and target languages, and conserve the tone and spirit of the source language message.

2. Cultural Sensitivity -- Courtesy

Interpreters/translators shall be culturally sensitive, and respectful of the individuals they serve.

3. Confidentiality

Interpreters/translators shall not divulge any information obtained through their assignments, including but not limited to, information gained through access to documents or other written materials.

4. Disclosure

Interpreters/translators shall not publicly discuss, report, or offer an opinion concerning matters in which they are or have been engaged, even when that information is not privileged by law to be confidential.

5. Proficiency

Interpreters/translators shall meet the minimum proficiency standard set by DSHS.

6. Compensation

The fee schedule agreed to between the contracted language services providers and the department shall be the maximum compensation accepted. Interpreters/translators shall not accept additional money, considerations, or favors for services reimbursed by the department. Interpreters/translators shall not use for private or others' gain or advantage; the department's time or facilities, equipment or supplies, nor shall they use or attempt to use their position to secure privileges or exemptions.

7. Non-discrimination

Interpreters/translators shall always be impartial and unbiased. Interpreters/ translators shall not discriminate on the basis of gender, disability, race, color, national origin, age, socio-economic or educational status, or religious, political, or sexual orientation. If interpreters/translators are unable to ethically perform in a given situation, the interpreters/translators shall refuse or withdraw from the assignment without threat or retaliation.

8. Self-evaluation

Interpreters/translators shall accurately and completely represent their certifications, training, and experience.

9. Conflict of Interest

Interpreters/translators shall disclose any real or perceived conflict of interest. As an example, providing interpreter/translation services for family members or friends may violate the individual's right to confidentiality, constitute a conflict of interest, or violate a DSHS contract or subcontract.

10. Professional Demeanor

Interpreters/translators shall be punctual, prepared, and dressed in a manner appropriate, and not distracting, for the situation.

11. Scope of Practice

Interpreters/translators shall not counsel, refer, give advice, or express personal opinions to individuals for whom they are interpreting/translating, or engage in any other activities that may be construed to constitute a service other than interpreting/translating. Interpreters are prohibited from having unsupervised access to clients, including but not limited to phoning clients directly, other than at the request of a DSHS employee or DSHS-contracted service provider (e.g., medical provider). Interpreters are also prohibited from marketing their interpreter services to clients, including but not limited to, arranging services or appointments for clients in order to create business for themselves. Additionally, interpreters shall not transport DSHS clients for any DSHS business, including social service or medical appointments.

12. Reporting Obstacles to Practice

Interpreters/translators shall assess at all times their ability to interpret/translate. Should interpreters/translators have any reservations about their competency, they must immediately notify the parties and offer to withdraw without threat of retaliation.

13. Ethical Violations

Interpreters/translators shall immediately withdraw from encounters they perceive as violations of this Code. Any violation of the Code of Professional Conduct may result in termination of the contract and/or prohibition from serving DSHS clients.

14. Professional Development

Interpreters/translators are encouraged to develop their skills and knowledge through professional training, continuing education, and interaction with colleagues, and specialists in related fields.

EXHIBIT Q – DESCRIPTION OF CERTIFICATION LEVELS

DESCRIPTION OF CERTIFICATION LEVELS

* Denotes certification not recognized for ASL contract

National Interpreter Certification (NIC)

Individuals achieving certification at the NIC, NIC Advanced or NIC Master level are all professionally certified interpreters. The National Interpreter Certification exam tests interpreting skills and knowledge in three critical domains:

- (1) general knowledge of the field of interpreting through the NIC Knowledge written exam
- (2) ethical decision making through the Interview portion of the NIC Performance test and
- (3) interpreting and transliterating skills through the Performance portion of the test.

In all three domains, certificate holders have demonstrated professional knowledge and skills that meets or exceeds the professional standards to perform in a broad range of interpretation and transliteration assignments.

NIC

Individuals who achieve the NIC level have passed the NIC Knowledge written exam as well as scored within the standard range of a professional interpreter on the Interview portion and Performance portions of the test.

Passing the test at the NIC level indicates that the interpreter has demonstrated skills in interpreting that meets a standard professional performance level and should be able to perform the varied functions of interpreting on a daily basis with competence and skill. It also shows that an individual has passed a test with both interpreting and transliterating elements, as opposed to one or the other.

NIC Advanced

Individuals who achieved the NIC Advanced level have passed the NIC Knowledge written exam, scored within the standard range of a professional interpreter on the Interview portion, and scored within the high range on the Performance portion of the test.

NIC Master

Individuals who achieved the NIC Master level have passed the NIC Knowledge written exam and scored within the high range of a professional interpreter on both the Interview portion and Performance portion of the test.

With increasingly higher standards for the NIC Advanced and NIC Master levels of the test, progressively fewer individuals will meet these requirements. Achieving either the Advanced or Master level is an accomplishment and indicates that the individual exceeds the professional standards established in most routine interpreting assignments. Individuals holding the NIC Advanced and/or Master level certifications may be expected to perform competently in all routine interpreting assignments as well as in assignments that may be more complex in nature or require interpreting skills above standard levels.

National Association of the Deaf (NAD) Certification

NAD III (Generalist) - Average Performance

Possesses above average voice-to-sign skills and good sign-to-voice skills, or vice versa.

Demonstrates the minimum competence needed to meet generally accepted interpreter standards. Occasional words or phrases may be deleted but the expressed concept is accurate.

Has good control of the grammar of the second language. Is generally accurate and consistent but is not qualified for all situations.

NAD IV (Advanced) - Above Average Performance

Possesses excellent voice-to-sign skills and above average sign-to-voice skills, or vice versa. Demonstrates above average skill in any given area. Performance is consistent and accurate. Fluency is smooth, with little deleted, and the viewer has no question to the candidate's competency. Should be able to interpret in most situations.

NAD V (Master) - Superior Performance

Possesses superior voice-to-sign skills and excellent sign-to-voice skills. Demonstrates excellent to outstanding ability in any given area. Performance is with a minimum of flaws. Demonstrates interpreting skills necessary in almost all situations.

Registry of Interpreters for the Deaf (RID) Certification

CI (Certificate of Interpretation)

Holders of this certificate are recognized as fully certified in Interpretation and have demonstrated the ability to interpret between American Sign Language (ASL) and spoken English in both sign-to-voice and voice-to-sign. The interpreter's ability to transliterate is not considered in this certification. Holders of the CI are recommended for a broad range of interpretation assignments. This test is currently available.

CT (Certificate of Transliteration)

Holders of this certificate are recognized as fully certified in Transliteration and have demonstrated the ability to transliterate between English-based sign language and spoken English in both sign-to-voice and voice-to-sign. The transliterator's ability to interpret is not considered in this certification. Holders of the CT are recommended for a broad range of transliteration assignments. This test is currently available.

CI and CT (Certificate of Interpretation and Certificate of Transliteration)

Holders of both full certificates (as listed above) have demonstrated competence in both interpretation and transliteration. Holders of the CI and CT are recommended for a broad range of interpretation and transliteration assignments.

*** CLIP (Conditional Legal Interpreting Permit)**

Holders of this conditional permit completed an RID recognized training program designed for interpreters and transliterators who work in legal settings. Generalist certification (CI and CT, or CSC) was required prior to enrollment in the training program. Holders of this conditional permit are recommended for a broad range of assignments in the legal setting. The CLIP is no longer available.

CLIP-R (Conditional Legal Interpreting Permit-Relay)

Holders of this conditional permit have completed an RID recognized training program designed for interpreters and transliterators who work in legal settings and who are also Deaf or hard-of-hearing. Generalist certification for interpreters/translitterators who are Deaf or hard-of-hearing (RSC, CDI-P, or CDI) is required prior to enrollment in the training program. This permit is valid until one year after the Specialist Certificate: Legal written and performance test for Deaf interpreters is available nationally. CLIP-R holders must take and pass the new legal certification examination in order to maintain

certification in the specialized area of interpreting in legal settings. Holders of this conditional permit are recommended for a broad range of assignments in the legal setting. The CLIP-R is still offered.

* CDI-P (Certified Deaf Interpreter-Provisional)

Holders of this provisional certification are interpreters who are Deaf or hard-of-hearing and who have demonstrated a minimum of one year experience working as an interpreter, completion of at least 8 hours of training on the RID Code of Ethics, and 8 hours of training in general interpretation as it relates to the interpreter who is Deaf or hard-of-hearing. Holders of this certificate are recommended for a broad range of assignments where an interpreter who is Deaf or hard-of-hearing would be beneficial. The CDI-P is no longer available.

CDI (Certified Deaf Interpreter)

Holders of this certification are interpreters who are Deaf or hard-of-hearing and who have completed at least 8 hours of training on the RID Code of Ethics, and 8 hours of training in general interpretation as it relates to the interpreter who is Deaf or hard-of-hearing and have passed a comprehensive combination written and performance test. Holders of this certificate are recommended for a broad range of assignments where an interpreter who is Deaf or hard-of-hearing would be beneficial. This test is currently available.

CSC (Comprehensive Skills Certificate)

Holders of this full certificate have demonstrated the ability to interpret between American Sign Language and spoken English and to transliterate between spoken English and an English-based sign language. Holders of this certificate are recommended for a broad range of interpreting and transliterating assignments. The CSC examination was offered until 1987. This test is no longer offered.

MCSC (Master Comprehensive Skills Certificate)

The MCSC examination was designed with the intent of testing for a higher standard of performance than the CSC. Holders of this certificate were required to hold the CSC prior to taking this exam. Holders of this certificate are recommended for a broad range of interpreting and transliterating assignments. This certificate is no longer offered.

RSC (Reverse Skills Certificate)

Holders of this full certificate demonstrated the ability to interpret between American Sign Language and English-based sign language or transliterate between spoken English and a signed code for English. Holders of this certificate are Deaf or hard-of-hearing and interpretation/transliteration is rendered in American Sign Language, spoken English, a signed code for English or written English. Holders of the RSC are recommended for a broad range of interpreting assignments where the use of an interpreter who is Deaf or hard-of-hearing would be beneficial. This certificate is no longer offered. People interested in this area should take the CDI exam.

SC:L (Specialist Certificate: Legal)

Holders of this specialist certificate have demonstrated specialized knowledge of legal settings and greater familiarity with language used in the legal system. Generalist certification and documented training and experience is required prior to sitting for this exam. Holders of the SC:L are recommended for a broad range of assignments in the legal setting. This test is currently available.

* Prov. SC:L (Provisional Specialist Certificate: Legal)

Holders of this provisional certificate hold generalist certification and have completed RID approved legal training. Holders of this certificate are recommended for assignments in the legal setting. Prov. SC:L is no longer available.

* SC:PA (Specialist Certificate: Performing Arts)

Holders of this certificate were required to hold RID generalist certification (CSC) prior to sitting for this examination and have demonstrated specialized knowledge in performing arts interpretation. Holders of this certificate are recommended for a broad range of assignments in the performing arts setting. The SC:PA is no longer offered.

OTC (Oral Transliteration Certificate)

Holders of this generalist certificate have demonstrated, using silent oral techniques and natural gestures, the ability to transliterate a spoken message from a person who hears to a person who is deaf or hard-of-hearing and the ability to understand and repeat the message and intent of the speech and mouth movements of the person who is deaf or hard-of-hearing. This test is currently available.

OIC:C (Oral Interpreting Certificate: Comprehensive)

Holders of this generalist certificate demonstrated the ability to transliterate a spoken message from a person who hears to a person who is deaf or hard-of-hearing and the ability to understand and repeat the message and intent of the speech and mouth movements of the person who is deaf or hard-of-hearing. This certification is no longer offered. Individuals wishing oral certification should take the OTC exam noted above.

* OIC:S/V (Oral Interpreting Certificate: Spoken to Visible)

Holders of this partial certificate demonstrated the ability to transliterate a spoken message from a person who hears to a person who is deaf or hard-of-hearing. This individual received scores on the OIC:C examination which prevented the awarding of full OIC:C certification. The OIC:S/V is no longer offered. Individuals wishing oral certification should take the OTC exam noted above.

* OIC:V/S (Oral Interpreting Certificate: Visible to Spoken)

Holders of this partial certificate demonstrated ability to understand the speech and silent mouth movements of a person who is deaf or hard-of-hearing and to repeat the message for a hearing person. This individual received scores on the OIC:C examination which prevented the awarding of full OIC:C certification. The OIC:V/S is no longer offered. Individuals wishing oral certification should take the OTC exam noted above.

IC/TC (Interpretation Certificate/Transliteration Certificate)

Holders of this partial certificate demonstrated ability to transliterate between English and a signed code for English and the ability to interpret between American Sign Language and spoken English. This individual received scores on the CSC examination which prevented the awarding of full CSC certification. The IC/TC is no longer offered.

IC (Interpretation Certificate)

Holder of this partial certificate demonstrated ability to interpret between American Sign Language and spoken English. This individual received scores on the CSC examination which prevented the awarding of full CSC certification or partial IC/TC certification. The

IC was formerly known as the Expressive Interpreting Certificate (EIC). The IC is no longer offered.

TC (Transliteration Certificate)

Holders of this partial certificate demonstrated the ability to transliterate between spoken English and a signed code for English. This individual received scores on the CSC examination which prevented the awarding of full CSC certification or IC/TC certification. The TC was formerly known as the Expressive Transliterating Certificate (ETC). The TC is no longer offered.

Source: www.rid.org

EXHIBIT R – GUIDELINES – MATCHING QUALIFIED INTERPRETER WITH APPOINTMENT SETTING

The following list of appointment settings and situations to determine appropriate interpreters being assigned by the contractor is intended as a guideline and is not all-inclusive. The requester/contractor should find a comparable or similar setting/situation on this guideline. Each setting/situation should be carefully evaluated and given consideration to the customer's expressed communication needs, preferred interpreter choices and the expected complexity of the appointment. Often special circumstances or unique communication needs will warrant the use of an interpreter regardless of the setting/situation such as Minimal Language Skills. This guideline was modified from the Texas Division for Deaf and Hard of Hearing Services resource:
<http://www.tcdhh.state.tx.us/beilvls.htm>

MINIMAL LANGUAGE SKILLS IN ALL APPOINTMENT SETTINGS

Usually, a client with minimal language skills can be one that has a minimal concept of language and/or does not know sign language but rather gestures or uses home signs. In other instances, the client may have a language, knowing another country sign language; i.e. Russian Sign Language (RSL) or Mexican Sign Language (MSL), but does not know American Sign Language (ASL) and/or spoken/written English.

RSC, CDI, QDI, CLIP-R - Deaf or hard of hearing holders of these certificates are recommended for a broad range of assignments for clients with minimal language skills in conjunction with a hearing interpreter. These deaf and/or hard of hearing interpreters are capable of signing or relaying information signed in ASL by a certified or non-certified hearing interpreter in a way that is best understood by the deaf client. A deaf or hard of hearing interpreter will be utilized when deemed appropriate by the requester.

LEGAL/COURT SETTING

SITUATIONS:

- All legal and/or court settings
- If no SC:Ls are available, it is highly recommended that NAD V or RID MCSC interpreters be used in all court proceedings.

Recommendation:

| NAD | RID | NIC | Non-Certified |
|-----|---|------------------|---------------|
| V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP- R, OIC:C | Certified Master | QDI |

GOVERNMENT SETTING

SITUATIONS:

- Economic Services, Food Stamps, Social Security, Medicare/ Medicaid, Welfare Card for Services, Benefit Program
- Driver License Testing
- Application for Services
- Voter Registration
- Political Events

- Inquiries regarding eligibility for services

Recommendation:

| NAD | RID | NIC | Non-Certified |
|------------------|--|---|--|
| Level III, IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP- R, IC,TC, IC/TC, CI, CT, OIC:C, OTC | Certified Certified Advanced Certified Master | Yes (for Medicaid appointments only if interpreter has attended DSHS Medical Workshop) |

SITUATIONS:

- Administrative/City Council/Governmental Proceedings
- Governmental Procedures: Federal, State, Municipal or Private Agencies
- Legislation
- Discrimination Proceedings - Prior to Court
- Tax Assessment/Appeal Proceedings

Recommendation:

| NAD | RID | NIC | Non-Certified |
|-------------|---|--|---------------|
| Level IV, V | SC:L, MCSC, CSC, CI and CT, IC or TC, CI or CT or IC/TC, OIC:C, OTC | Certified Advanced Certified Master | No |

MEDICAL/MENTAL HEALTH/DRUG & ALCOHOL SETTING

SITUATIONS:

- Routine - Eye Exam, Lab Work
- Physical Therapy, Audiological (hearing exam), Dental Care

Recommendation:

| NAD | RID | NIC | Non-Certified |
|------------------|--|---|--|
| Level III, IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP- R, IC,TC, IC/TC, CI, CT, OIC:C, OTC | Certified Certified Advanced Certified Master | Yes (for Medicaid appointments only if interpreter has attended DSHS Medical Workshop) |

SITUATIONS:

- Routine - Physical, Hospital Admission, Neurological
- Counseling - Mental Health, Doctor, Diagnostic Interviews, Alcoholics Anonymous, Substance Abuse
- Classes - Child Birth, Planned Parenthood
- Therapy - Chemotherapy, Chiropractic, Ontological

Recommendation:

| NAD | RID | NIC | Non-Certified |
|-------------|--|--|---------------|
| Level IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP- R, OIC:C, OTC | Certified Advanced Certified Master | No |

SITUATIONS:

- Emergency Room, Minor Surgery, Abortion, Extensive Eye Exam
- Major Surgery
- Psychiatric Counseling, Evaluation

Recommendation:

| NAD | RID | NIC | Non-Certified |
|---------|---|------------------|---------------|
| Level V | SC:L, MCSC, RSC, CDI, CLIP- R, OIC:C, OTC | Certified Master | No |

PLATFORM SETTING**SITUATIONS:**

- Speakers or Lectures
- Conferences: Workshops/Breakout Sessions
- Deaf speakers needing quality sign-to-voice interpreting skills, higher level recommended.

Recommendation:

| NAD | RID | NIC | Non-Certified |
|------------------|--|---|---------------|
| Level III, IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP- R, IC,TC, IC/TC, CI, CT, OIC:C, OTC | Certified Certified Advanced Certified Master | Yes |

K-12 / POST-SECONDARY / ADULT EDUCATION SETTING**SITUATIONS:**

- Registration, Classroom, Extracurricular Activities Educational Workshops
- Classroom, Educational Lectures, Continuing Education, Defensive Driving, Labs
- Support Services – Parent/Teacher Conference, Orientation, Tutoring, Diagnostics, Evaluations, Academic Counseling
- It is strongly recommended that higher level certification be used in post-secondary education, preferably interpreters with bachelor/master degrees in any field.

Recommendation:

| NAD | RID | NIC | Non-Certified |
|------------------|--|---|---------------|
| Level III, IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP- R, IC,TC, IC/TC, CI, CT, OIC:C, OTC | Certified Certified Advanced Certified Master | Yes |

EMPLOYMENT SETTING**SITUATIONS:**

- Employment Related Job Interview/Application

Recommendation:

| NAD | RID | NIC | Non-Certified |
|------------------|--|---|---------------|
| Level III, IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP- R, IC,TC, IC/TC, CI, CT, OIC:C, OTC | Certified Certified Advanced Certified Master | Yes |

SITUATIONS:

- Employment Related Employee/ Employer Meeting, Union Meeting

Recommendation:

| NAD | RID | NIC | Non-Certified |
|-------------|---|--|---------------|
| Level IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP- R, OIC:C | Certified Advanced Certified Master | No |

SOCIO-ECONOMIC SETTING

SITUATIONS:

- Public or Private Organizations social/economic benefit programs
- Application for Services
- Inquiries regarding eligibilty for services

Recommendation:

| NAD | RID | NIC | Non-Certified |
|------------------|--|---|---------------|
| Level III, IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP- R, IC,TC, IC/TC, CI, CT, OIC:C, OTC | Certified Certified Advanced Certified Master | Yes |

BUSINESS SETTING

SITUATIONS:

- Banking/Financial Services
- Wedding/Funeral Arrangments
- Auto Dealerships
- Professional Services
- Real Estate

Recommendation:

| NAD | RID | NIC | Non-Certified |
|------------------|--|---|---------------|
| Level III, IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP- R, IC,TC, IC/TC, CI, CT, OIC:C, OTC | Certified Certified Advanced Certified Master | Yes |

REHABILITATION/VOCATIONAL SETTING

SITUATIONS:

- Independent Living Basic Living Skills
- Halfway housing
- Basic Job Readiness Training (Semi skilled technical or unskilled labor), Interview, Tutoring

Recommendation:

| NAD | RID | NIC | Non-Certified |
|------------------|--|---|---------------|
| Level III, IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, IC,TC, IC/TC, CI, CT, OIC:C, OTC | Certified Certified Advanced Certified Master | Yes |

SITUATIONS:

- Group Meetings, On-the-Job Training (Skilled Technical), Counseling, Diagnostic Evaluation, Sheltered Workshop

Recommendation:

| NAD | RID | NIC | Non-Certified |
|-------------|---|--|---------------|
| Level IV, V | SC:L, MCSC, CSC, CI and CT, RSC, CDI, CLIP-R, OIC:C | Certified Advanced Certified Master | No |